

## KEY DATA FLOW VOLUMETRICS

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
Aid Application	Manage Application	Aid Application Information	From Participant to EASI/ED	14.5 million/year	<p>No. of apps/week in 1996: high=484,248, low=25,231, as per 12/10/97 JIG (Aid applications, MYP note). As a result, the average per year (for 1996) is: 52 weeks * (484,248+25,231)/2 = 13.2 million.</p> <p>Considering a 5% growth per year (see LDM DBMS capacity estimations), the average no. of applications per year in 1998 is: 13.2 million * 105% * 105% = 14.5 million</p>
Aid Application	Assess Participant Eligibility	Request/Receipt for Aid Eligibility Determination	To School From EASI/ED	less than 14.5 million/year	Eligibility determination is usually required for most aid programs, with the exception of some non-need based aid programs (i.e. private scholarships), whose total number is small comparative to the total number of aid applications (see flow Aid Application Information)
Aid Application	Manage Application	Multi-year promissory Note Supporting Information	To/from Participant From/to EASI/ED	8.8 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of unduplicated student aid awards for 1998 is: 8,854,000

<b>Subsystem</b>	<b>Process</b>	<b>Flow Name</b>	<b>Flow Direction</b>	<b>Volume for 1998</b>	<b>Explanation</b>
Aid Application	Obtain Eligibility Assessment Information	SSN, Citizenship Status, and Income Information	From Social Security Administration To EASI/ED	8.9 million/year	The number of SSN matches forecast for 1997 was 8,463,228, as per U.S. Department of Education, Title IV Central Processor, Award Year 1997-1998, Social Security Number Match Statistics. Assuming a 5% increase in the number of applicants, for 1998 this number is: $8,463,228 * 105\% = 8,886,389$
Aid Application	Obtain Eligibility Assessment Information	Selective Service Status	From Selective Service to EASI/ED	3.9 million/year	The number of Selective Service matches forecast for 1997 was 3,721,949, as per U.S. Department of Education, Title IV Central Processor, Award Year 1997-1998, Selective Service Match Volume Statistics. Assuming a 5% increase in the number of applicants, for 1998 this number is: $3,721,949 * 105\% = 3,908,046$
Aid Application	Obtain Eligibility Assessment Information	Non-Citizen Eligibility Status	From Immigration and Naturalization service To EASI/ED	0.8 million/year	The no. of non-citizen eligibility status requests for 1997, as per 10/7/97 JIG (Applications: Non-citizen eligibility status/ determination, SSN & citizenship status) was 774, 238.  Assuming the no. of requests grows at the same rate as the no. of aid applications (5%), the no. of non-citizen eligibility status requests for 1998 is: $774,238 * 105\% = 0.8 \text{ million}$
Aid	Obtain Eligibility	Credit Info	From Credit	0.95 million/year	The no. of credit reports received

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Application	Assessment Information		Bureau To EASI/ED		from Credit Bureaus is 50,000-100,000/monthly, as per 11/4/97 JIG (Credit Information and Loan status, Applicant drug/ conviction information).  The average per year for 1998, applying a 5% growth rate (same as for aid applications), is: 12 months * (50,000+100,000) / 2 * 105% = 0.95 million
Aid Origination/ Disbursement	Allocate Fund	Campus Based Authorization Award Notice	To School From EASI/ED	8,600/year	As per 11/20/97 JIG (CBS: award simulations, participation process, allocation/re-allocation and tracking of funds), there are 2 records sent each year for every school participating in the Campus-Based Program. According to the 2/21/97 Campus-Based Program minutes, 4300 schools submit FISAPs each year, so the number of notices is 4300 * 2 = 8600, assuming no increase in the number of schools enrolled in the Campus-Based Program.
Aid Origination/ Disbursement	Authorize Invoice and Schedule Disbursements	Disbursement Records	To ED/OPE/Regional Office From EASI/ED	500,000/year	As per 1/13/98 JIG (Invoice & schedule disbursements).
Aid Origination/ Disbursement	Check Origination	Origination Record	To/From Lender from/To EASI/ED	12,700,000/year	As per 2/10/98 JIG (Origination)
Aid Origination/	Check Origination	Disbursement Records	From School To EASI/ED	108.6 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/">http://www.ed.gov/offices/OUS/</a>

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Disbursement					<p>Budget99/BudgetSum/pages/sum-e.html, the number of origination records for 1998 is:</p> <p>Pell - 3.9 million  FFEL - 5.8 million  Direct Loans - 3.2 million  Consolidation Loans - 0.3 million  FWS - 1 million  FSEOG - 1 million  Perkins - 0.8</p> <p>We assume an average of 15 disbursement records per Pell grant, 4 disbursements per FFEL loan, 4 disbursements per Direct Loan, 2 disbursements per FWS, 2 disbursements per FSEOG, and 12 disbursements per Perkins loan.</p> <p>The total no. of disbursement records is:</p> $3.9 \text{ million} * 15 + 5.8 \text{ million} * 4 + 3.2 \text{ million} * 4 + 1 \text{ million} * 2 + 1 \text{ million} * 2 + 0.8 \text{ million} * 12 = 108.6 \text{ million}$
Aid Origination/ Disbursement	Check Origination	Origination record	To/from School from/to EASI/ED	16 million/year	<p>As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a>, the number of origination records for 1998 is:</p> <p>Pell - 3.9 million  FFEL - 5.8 million  Direct Loans - 3.2 million  Consolidation Loans - 0.3 million  FWS - 1 million  FSEOG - 1 million  Perkins - 0.8 million</p>

<b>Subsystem</b>	<b>Process</b>	<b>Flow Name</b>	<b>Flow Direction</b>	<b>Volume for 1998</b>	<b>Explanation</b>
Aid Origination/ Disbursement	Check Origination	Disbursement Records	To Lender From EASI/ED	23.2 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of FFEL origination records for 1998 is: 5.8 million. Assuming 4 disbursements per FFEL loan, the transaction volume for this flow is: $5.8 \text{ million} * 4 = 23.2 \text{ million}$
Aid Origination/ Disbursement	Confirm Administrative Expense Allowances Reinsurance Fee	AEA and Reinsurance Fees Payment	To Guaranty Agency From EASI/ED	40/month	As per 1/8/98 JIG (Skip tracing, AEA & re-insurance fees, closed school notices, GA reviews)
Aid Origination/ Disbursement	Maintain Authorization Fund	Pell Grant Statement of Account	To School From EASI/ED	24,000/year	As per 2/10/98 JIG (Origination)
Aid Origination/ Disbursement	Maintain Enrollment Status	Enrollment Status	From School To EASI/ED	Approx. 14.4 million	Estimated college enrollment in 1995: 13.9 million. The expected growth rate varies between a low of 1% to a high of 1.5%, for an average of 1.25%. (See NCES Projections of Education Statistics to 2007, pg. 11).  As such, the average estimated college enrollment for 1998 is: $13.9 \text{ million} * 101.25\% * 101.25\% = 14.4 \text{ million}$
Aid Origination/ Disbursement	Manage Lender Disbursement Information	Student Disbursement Information	To School From EASI/ED	108.6 million/year	See flow Disbursement Records
Aid Origination/	Manage Perkins Loan Cancellation	Low Income School Information	From State Agency To	60,000/ bi-annually	As per 1/15/98 JIG (Accreditation and State

<b>Subsystem</b>	<b>Process</b>	<b>Flow Name</b>	<b>Flow Direction</b>	<b>Volume for 1998</b>	<b>Explanation</b>
Disbursement			EASI/ED		Licensing)
Aid Origination/ Disbursement	Originate Consolidated Direct Loan	Origination Record	From Participant To EASI/ED	12,700,000/year	As per 12/16/97 JIG (Loan Consolidation)
Aid Origination/ Disbursement	Process Administrative Cost Allowance	Fund Source Interest and Special Allowance Invoices	From Lender To EASI/ED	6,000/month	As per 1/6/98 JIG (Special allowances, Disbursement authorizations and information, origination records, enrollment status, repayment options)
Aid Origination/ Disbursement	Process Participant Disbursement Request	Disbursement Request w/ Amount	To/From Participant from/to EASI/ED	94.8 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of origination records for 1998 is: Pell - 3.9 million FFEL - 5.8 million Direct Loans - 3.2 million Assuming 15 disbursements per Pell grant, 4 disbursements per FFEL loan, and 4 disbursements per Direct Loan, the total transaction volume for this flow is: $3.9 \text{ million} * 15 + 5.8 \text{ million} * 4 + 3.2 \text{ million} * 4 = 94.8 \text{ million}$
Aid Origination/ Disbursement	Process Special Allowance	Pell Grant Administration Allowance Authorization	To School From EASI/ED		
Aid Origination/ Disbursement	Reallocate Fund	Expenditure Information	From School To EASI/ED	12 million/ month	As per 11/20/97 JIG (CBS: award simulations, participation process, allocation/re-allocation and tracking of funds)
Aid Origination/ Disbursement	Reallocate Fund	Campus Based Authorization Award Notice	To School From EASI/ED	4,300/year	As per 11/20/97 JIG, the number of transactions for this flow equals One record for every school participating in the campus based

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					program per year. Also see flow Campus Based Authorization Award Notice.
Aid Origination/ Disbursement	Reallocate Fund	Award Amounts	To ED/OPE/AFMS from EASI/ED	4,300/year	As per 11/20/97 JIG, the number of trasactions for this flow equals One record for every school participating in the campus based program per year. Also see flow Campus Based Authorization Award Notice.
Aid Origination/ Disbursement	Reconcile State Sponsored Instructional Grant Expenditure	SSIG Performance Report	To/from State Agency from/to EASI/ED	55/year	One transaction per each State Agency.
Aid Repayment	Assign Collection Agency	Defaulted Loan Accounts	To/from Collection Agency from/to EASI/ED	50,000/month	As per 11/4/97 JIG (Defaulted loans).
Aid Repayment	Assign Defaulted Loan	Defaulted Loan Claim, Federal Insured Student Loan (FISL) Debt Records	From Lender To EASI/ED	less than 1,000/year	As per 1/6/98 JIG (Special allowances, Disbursement authorizations and information, origination records, enrollment status, repayment options). This figure will go down, since the FISL program is no longer in effect.
Aid Repayment	Assign Defaulted Loan	Perkins Loan Records	From School To EASI/ED	8,000/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of origination records for 1998 is: Perkins loans - 0.8 million Assuming a default rate of 10% (approximately equal to the default rate for Direct Loans), the number of Perkins loan records transferred to EASI/ED due to

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					default or to closed schools (very small number - around 200), is 8,000.
Aid Repayment	Assign Defaulted Loan	Manifest of Rehabilitated Loans	To Lender From EASI/ED	1,486/year	As per conversation with Terri Coulston (DCS), the number of rehabilitated accounts was 1,486 for 1997. This number is supposed to remain at the same level for 1998.
Aid Repayment	Assign Defaulted Loan	Defaulted Loan Assignment	To/from Guaranty Agency from/to EASI/ED	580,000/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of origination records for 1998 is: FFEL - 5.8 million Assuming a rate of default of 10%, the volume of transactions for this flow is: 580,000
Aid Repayment	Assign Defaulted Loan	Defaulted Loan Alert	To Department of Housing and Urban development From EASI/ED	2 million/year	As per 11/12/97 JIG (Default loan alerts)
Aid Repayment	Certify Loan Information	Loan Verification	From Lender To EASI/ED	0.9 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of consolidation records for 1998 is: 0.3 million. Assuming an average rate of three existing loans per one consolidated loan, the number of verifications necessary is: $0.3 \text{ million} * 3 = 0.9 \text{ million}$
Aid Repayment	Manage Aid Status	Request for Loan Discharge	To/from Participant	20,000/year	Approx. 1% of the total number of loans - 20 million loans.



Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
			from/to EASI/ED		
Aid Repayment	Manage Aid Status	Deferment/Forbearance Requests	To/from Participant from/to EASI/ED	341,553/year	<p>As per GAO, Direct Student Loans, Analyses of Borrowers' Use of the Income Contingent Repayment Option, August 1997, pg. 10, in March 1997 there were 90,605 deferments and forbearances. As per the same document, pg. 3, Direct Loans comprised 32.1% of student loan volume in fiscal year 1996. Based on that percentage, the extrapolated number of deferments and forbearances in 1996 was:  <math>90,605 * 100 / 32.1 = 282,259</math></p> <p>Assuming a 10% growth per year in the total number of loans(see LDM DBMS capacity estimations), the number of deferments/forbearances for 1998 is:  <math>282,259 * 110\% * 110\% = 341,553</math></p>
Aid Repayment	Manage Aid Status	Participant Active Military Status Confirmation	From Department of Defense To EASI/ED	30,214 /year	<p>As per 11/5/97 JIG (Offset and wage garnishment) - Demetrius Windom, the number of matches received from DoD in 1997 was 27,467.</p> <p>Assuming a 10% growth per year in the total number of loans(see LDM DBMS capacity estimations), the number of matches for 1998 is: 27,467 *</p>

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					110% = 30,214
Aid Repayment	Manage Aid Status	Loan Cancellation Request	To/from Participant from/to EASI/ED	20,000/year	Approx. 1% of the total number of loans - 20 million loans.
Aid Repayment	Manage Debt Collection	Income Information	From Internal Revenue Service To EASI/ED	60,000/year	As per 10/23/97 JIG (Skip tracing, AGI information etc.)
Aid Repayment	Manage Fund Offset	Matching Federal Participant List	From Postal Service To EASI/ED	4,365/year	As per 11/13/97 JIG (Skip tracing, Defaulted debt) - Demetrius Windom, the number of matches received from USPS in 1997 was 3,969.  Assuming a 10% growth per year in the total number of loans(see LDM DBMS capacity estimations), the number of matches for 1998 is: 3,969 * 110% = 4,365
Aid Repayment	Manage Fund Offset	Defaulted Loan Participant List	To Department of Defense From EASI/ED	2 million/year	As per 11/5/97 JIG (Skip tracing, Defaulted debt) - Demetrius Windom, the number of accounts sent to DOD and USPS in 1997 was 1,793,400.  Assuming a 10% growth per year in the total number of loans(see LDM DBMS capacity estimations), the number of matches for 1998 is: 1,793,400 * 110% = 1,972,740.
Aid Repayment	Manage Fund Offset	Matching Federal Participant List	From Department of Defense To EASI/ED	30,214 /year	As per 11/5/97 JIG (Offset and wage garnishment) - Demetrius Windom, the number of matches received from DoD in 1997 was

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					27,467.  Assuming a 10% growth per year in the total number of loans(see LDM DBMS capacity estimations), the number of matches for 1998 is: 27,467 * 110% = 30,214
Aid Repayment	Manage Repayment Counseling	Repayment Counseling Information	To Participant From EASI/ED	10 million/year	As per 12/3/97 JIG (Student disbursement, Repayment notification, counseling, Repayment plans, invoicing, Repayment counseling, Repayment information (deferments, forbearance, etc.,)), about 2-3 million counseling packages were sent in 1997. According to the Project EASI/ED vision, repayment counseling can be done at any point in time, not just when the loan enters repayment. The current national loan number being approx. 20 million, and assuming that only 50% of borrowers will request counseling information, the approximate number of repayment counseling packages is 10 million.
Aid Repayment	Manage Wage Garnishment	Notification of Wage Garnishment	To Participant From EASI/ED	30,000/year	As per 11/12/97 JIG (Offset information )
Aid Repayment	Process Consolidation Request	Consolidation Request Acceptance	To/from Participant from/to EASI/ED	288,000/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of origination

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					records for 1998 is: Consolidation loans - 0.3 million. Assuming an acceptance rate of 96%, the transaction volume for this flow is: $0.3 \text{ million} * 96\% = 288,000$
Aid Repayment	Process Litigation Assignment	Claims Collection Litigation Report	To department of Justice To EASI/ED	700-800/year	As per 1/8/98 JIG (Skip tracing, AEA & re-insurance fees, closed school notices, GA reviews)
Aid Repayment	Process Litigation Assignment	Litigation Recommendation	From Collection Agency To EASI/ED	50 accounts/month	As per 11/4/97 JIG (Defaulted loans)
Aid Repayment	Process Litigation Assignment	Judgment Info	From Department of Justice To EASI/ED	700-800/year	As per 11/4/97 JIG (Credit Information and Loan status, Applicant drug/ conviction information)
Aid Repayment	Process Loan Payment	Loan Repayment Information	From Direct Lockbox To EASI/ED	6.2 million/year	As per GAO, Direct Student Loans, Analyses of Borrowers' Use of the Income Contingent Repayment Option, August 1997, pg. 10, in March 1997 there were 466, 339 Direct Loan in repayment. Assuming that payments are made on a monthly basis, and that there is a 10% increase in the number of loans between 1997 and 1998, the number of loan repayment information transactions received in 1998 is:  $466,339 * 12 \text{ months} * 110\% = 6,155,775$
Aid Repayment	Process Loan Payment	Loan Repayment Information	From National Payment Center	13 million	As per GAO, Direct Student Loans, Analyses of Borrowers'

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			To EASI/ED		<p>Use of the Income Contingent Repayment Option, August 1997, pg. 10, in March 1997 there were 466, 339 Direct Loan in repayment. As per the same document, pg. 3, the number of Direct Loans is 32.1% of the total number of loans. As a result, the extrapolated number of FFEL loans in repayment in 1997 was:  <math>466,339 * 100/32.1 - 466,339 = 986,430</math></p> <p>Assuming that payments are made on a monthly basis, and that there is a 10% increase in the number of loans between 1997 and 1998, the number of loan repayment information transactions received in 1998 is:  <math>986,430 * 12 * 110\% = 13</math> million</p>
Aid Repayment	Select Repayment Option	Income Information	From Internal Revenue Service To EASI/ED	60,000/year	As per 11/13/97 (Skip tracing, AGI information etc.)
Aid Repayment	Select Repayment Option	Repayment Options/Methods Decision	From Participant To EASI/ED	2-3 million/year	As per 2/17/97 JIG (Loan Repayment)
Aid Repayment	Track Participant	Skip Trace Response	From Internal Revenue Service To EASI/ED	2.5 million/year	As per 11/13/97 (Skip tracing, AGI information etc.)
Aid Repayment	Track Participant	Skip Trace Request	To Internal Revenue Service From EASI/ED	2.5 million/year	As per 11/13/97 (Skip tracing, AGI information etc.)
Aid Repayment	Track Participant	Skip Trace Response	From Postal service To	100,000/yr	As per 11/13/97 (Skip tracing, AGI information etc.)

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
			EASI/ED		
Aid Repayment	Track Participant	Skiptrace Request	To Postal Service To EASI/ED	100,000/yr	As per 11/13/97 (Skip tracing, AGI information etc.)
Financial Services	Maintain Account Payable	Trace Number, Rejects	From ED/CFO To EASI/ED	74.4 million/year	As per the following document: <a href="http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html">http://www.ed.gov/offices/OUS/Budget99/BudgetSum/pages/sum-e.html</a> , the number of origination records for 1998 is: Pell - 3.9 million Direct Loans - 3.2 million FWS - 1 million FSEOG - 1 million Perkins - 0.8 The total number of trace numbers is: 3.9 million (Pell) * 15 disbursements + 3.2 million (DL) * 4 disbursements + 1 million (FWS drawdowns) + 1 million (FSEOG drawdowns) + 0.8 million (Perkins drawdowns) = 74.4 million
Financial Services	Manage Fund	Award Disbursement Allocation/Obligation	To ED/CFO From EASI/ED	12,400/year	Twice the number of schools. Currently NSLDS tracks approx. 6,200 active schools.
Financial Services	Process System Usage Cost	Invoice	To Lender From EASI/ED	2,050/year	As per the 10/30/97 JIG (Title IV WAN system usage invoicing and payments), minimum 1600 and maximum 2500 invoices are sent out each year, for an average of 2,050/year, assuming there is no change in the pattern of system usage by lenders.
Financial Services	Process System Usage Payment	Payment for System Usage	From Lender To EASI/ED	2,050/year	As per the 10/30/97 JIG, minimum 1600 and maximum 2500 payments are received each

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					year, for an average of 2,050/year, assuming there is no change in the pattern of system usage by lenders.
PMO	Manage Aid Organization Appeal	Appeal Status	From ED/OPE/GLOS To EASI/ED	150/year	As per 11/24/97 JIG (GA, Lenders & Servicers Program and Financial Oversight)
PMO	Manage Aid Organization Appeal	Appeal Decision (with corrections)	To Lender From EASI/ED	150/year	See flow Appeal Status
PMO	Manage Aid Organization Appeal	Appeal Decision (with corrections)	To Guaranty Agency From EASI/ED	150/year	See flow Appeal Status
PMO	Manage Aid Organization Audit Review Information	Program Review and Audit Information	From ED/OPE/GLOS To EASI/ED	2,000/year	As per 11/24/97 JIG (GA, Lenders & Servicers Program and Financial Oversight)
PMO	Manage Aid Organization Default Rate	Default Rates	To Guaranty Agency From EASI/ED	7,000/year	As per 2/19/98 JIG (Defaulte Rates)
PMO	Manage Aid Organization Default Rate	Default Rates	From ED/OPE/GLOS To EASI/ED	7,000/year	As per 11/24/97 JIG (GA, Lenders & Servicers Program and Financial Oversight)
PMO	Manage Aid Organization Default Rate	Lender Default Rates	To Lender From EASI/ED	7,000/year	As per 1/6/98 JIG (Special allowances, Disbursement authorizations and information, origination records, enrollment status, repayment options)
PMO	Manage Aid Organization Program Financial Oversight Information	Approved Lender Application	From Guaranty Agency To EASI/ED	2,000/year	As per 11/24/97 JIG (GA, Lenders & Servicers Program and Financial Oversight)
PMO	Manage Cohort Default Rate	Cohort Default Rates (CDR's)	To ED/OPE/IPOS From EASI/ED	8,000/year	As per 2/19/98 JIG (Default Rates)
PMO	Manage Cohort Default Rate	Cohort Default Rates (CDR's)	To School From EASI/ED	8,000/year	As per 2/19/98 JIG (Default Rates)
PMO	Manage Cohort	Cohort Default Rates (CDR's)	To Guaranty	8,000/year	As per 2/19/98 JIG (Default

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	Default Rate		Agency From EASI/ED		Rates)
PMO	Manage Cohort Default Rate Appeal	Appeal Decision (with corrections)	From ED/OPE/IPOS To EASI/ED	8,000/year	See flow Cohort Default Rates (CDR's).
PMO	Manage Cohort Default Rate Appeal	Appeal Status	From ED/OPE/IPOS To EASI/ED	8,000/year	See flow Cohort Default Rates (CDR's).
PMO	Manage Program Information	Program Information	From ED/OPE/Policy, Training and Analysis Service To EASI/ED	74,400/year	Assuming the Federal Register is distributed monthly (so 12 times per year), and given the number of active schools tracked by NSLDS (6,200 schools), the transaction volume for this flow is: $6,200 * 12 = 74,400$
PMO	Manage School Appeal	School Appeals	To ED/OPE/IPOS From EASI/ED	409	As per U.S. Department of Education, Cohort Default Rate Appeal Resolution & Automation Process
PMO	Manage School Appeal	Appeal Status (non default rate)	From ED/OPE/IPOS To EASI/ED	409	See flow School Appeals.
PMO	Manage School Audit Information	Audit and Review Acceptances	From ED/OPE/IPOS To EASI/ED	6,200/year	Assuming this flow occurs only once per school and per year, and given the number of active schools tracked by NSLDS (6,200 schools), the transaction volume for this flow is: $6,200 * 1 = 6,200$
PMO	Manage School Business Information	School Information Changes	To ED/CFO From EASI/ED	9,300/year	Assuming the school information changes on the average 1.5 times a year, and given the number of active schools tracked by NSLDS (6,200 schools), the transaction volume for this flow is:



Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					6,200 * 1.5 = 9,300
PMO	Manage School Business Information	Changed Business Information	From School To EASI/ED	24,800/year	Assuming the school business information changes on the average 4 times a year, and given the number of active schools tracked by NSLDS (6,200 schools), the transaction volume for this flow is: 6,200 * 4 = 24,800
PMO	Manage School Closure	Closed School Notices	From Accreditation Agency To EASI/ED	200-300/year	As per 1/15/98 JIG (Accreditation and State Licensing)
PMO	Manage School Closure	Closed School Notices	From Participant To EASI/ED	600-700/year	As per 12/3/97 JIG (Student disbursement, Repayment notification, counseling Repayment plans, invoicing, Repayment counseling, Repayment information (deferments, forbearance, etc.,))
PMO	Manage School Closure	Closed School Notices	From State Agency To EASI/ED	200-300/year	As per 2/3/98 JIG (School participation/ Oversight/ Audits/ Program Review)
PMO	Manage School Closure	Closed School Notices	From Guaranty Agency To EASI/ED	200-300/year	As per 1/8/98 JIG (Skip tracing, AEA & re-insurance fees, closed school notices, GA reviews)
PMO	Manage School Closure	Closed School Notices	To ED/OPE/IPOS From EASI/ED	800/year	Based on the number of closed school notices received by EASI/ED through flows 607, 795, 943, 862 and 710, the minimum number of distinct closed school notices is 200. The maximum number of non-distinct closed school notices is 1600. The average distinct closed school notices sent to OPE will

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					be approx. 800.
PMO	Manage School Closure	Closed School Notices	From School To EASI/ED	200-300/ year	As per 2/3/98 JIG (School participation/ Oversight/ Audits/ Program Review)
PMO	Manage School Eligibility	Certification Application	To/from School from/to EASI/ED	6,200	Assuming this flow occurs only once per school and per year, and given the number of active schools tracked by NSLDS (6,200 schools), the transaction volume for this flow is: $6,200 * 1 = 6,200$
PMO	Manage School Eligibility	Program Participation Agreements (PPA's)	To School From EASI/ED	Unknown	
PMO	Manage School Ownership	Change of Ownership Notices	From School To EASI/ED	200/year	As per 2/3/98 JIG (School participation/ Oversight/ Audits/ Program Review)
PMO	Manage School Sanction	Limitation, Suspension and Termination Notices	To/from Guaranty Agency from/to EASI/ED	max. 100/ year	As per 1/8/98 JIG (Skip tracing, AEA & re-insurance fees, closed school notices, GA reviews)
PMO	Manage School Sanction	Limitation, Suspension and Termination Notices	From ED/OPE/IPOS To EASI/ED	269	As per article "Student Loan default Rates Continue Downward Trend" ( <a href="http://www.ed.gov/PressReleases/11-1997/new.html">http://www.ed.gov/PressReleases/11-1997/new.html</a> ), the total number of schools affected by sanctions in 1997 was 269. We are assuming no change in the number of schools affected by sanctions in 1998.
PMO	Manage State Sponsored Instructional Grant Application	SSIG Program Applications	From State Agency To EASI/ED	55 / year	As per 1/20/98 JIG (Campus-based loans, Perkins Loans, SSIG, Title III)
PMO	Process Correspondence	Lender Correspondence	To/from Lender from/to EASI/ED	120,000/year	There are approx. 30,000 lenders involved in SFA processing. Considering an average exchange

Subsystem	Process	Flow Name	Flow Direction	Volume for 1998	Explanation
					of correspondence of 4 letters per lender per year, 30,000 * 4 = 120,000
PMO	Process Phone Call	Lender Calls	From Lender To EASI/ED	120,000/year	There are approx. 30,000 lenders involved in SFA processing. Considering an average exchange of calls of 4 calls per lender per year, 30,000 * 4 = 120,000
PMO	Track Waiver	Waiver Request Result	From ED/OPE/AFMS To EASI/ED	50/year	As per 11/20/97 JIG (CBS: award simulations, participation process, allocation/re-allocation and tracking of funds)